



DNR IT Procurement Kaizen Event Report Out

The Net Rep Strikes Back

April 18-21, 2011

The Opportunity

Rick Hindman

The “The Net Rep Strikes Back” Team

Rick Hindman

- Rick Hindman, ITB
- Craig Otto, ITB
- Kim Breese, ITB, Helpdesk
- Chris Ensminger, IGWS
- Angie Clark, Land Quality
- Troy Duff, Engineering
- Monica Thelen, Wildlife
- Sherry Arntzen, Parks
- Scot Michelson, Parks
- Maggie Clover, Field Services
- Adam Bartz, Budget and Finance
- Lisa Nissen, Director’s Office
- Jennifer Nelson, Budget and Finance
- Chris Van Gorp, Director’s Office



Scope

Angie Clark

- This event will cover the computer and related hardware purchasing process from when the decision to purchase is communicated to ITB, until the product is received by the customer and the invoice is paid.

Goals

Angie Clark

1. 100% of customers get what they order
2. 100% of computers are ordered and deployed according to the annual Replacement Plan
3. The status of computer orders is communicated to 100% of customers

Objectives

Craig Otto

1. A predictable, consistent, and transparent ordering process
2. Improved communication on order status including a tracking system for orders
3. Create a Standard Operating Procedure for ordering
4. Consolidate all tracking systems into one complete system
5. Efficient use of IT staff time
6. Provide best management practices for computer replacement (recommendations)
7. All orders to IT through one source (email, form, etc.)

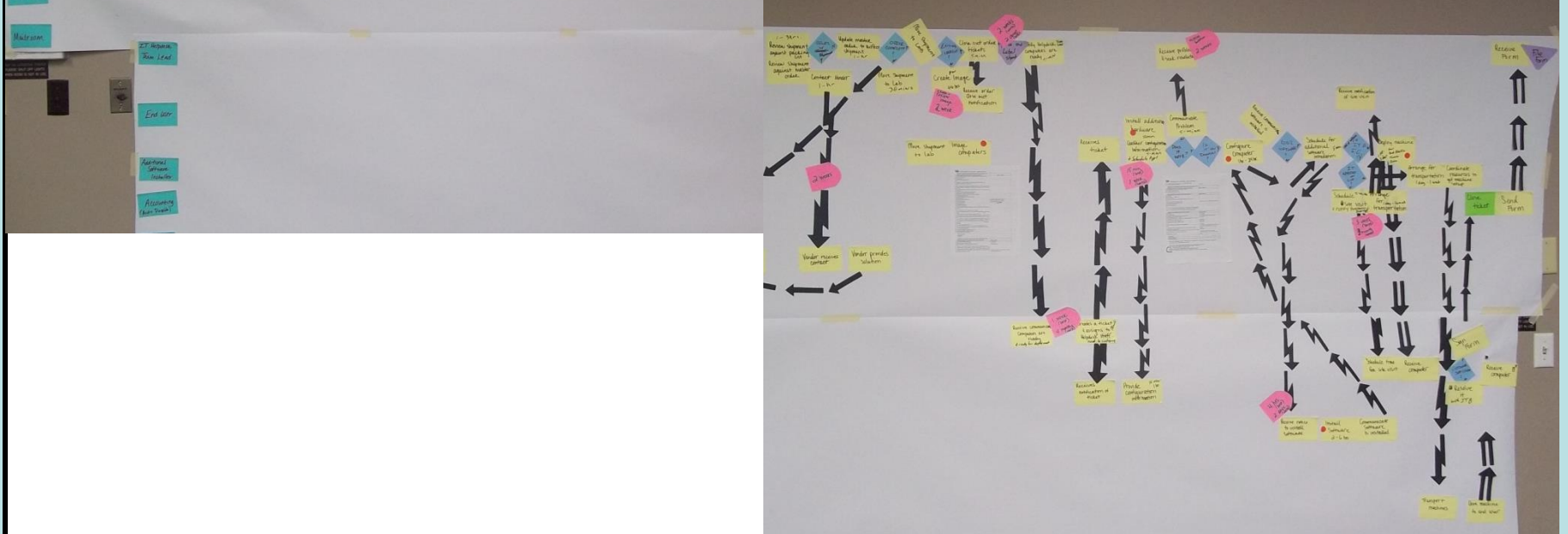


Kaizen Methodology

Craig Otto

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)

Chris Enslinger



Brainstorming

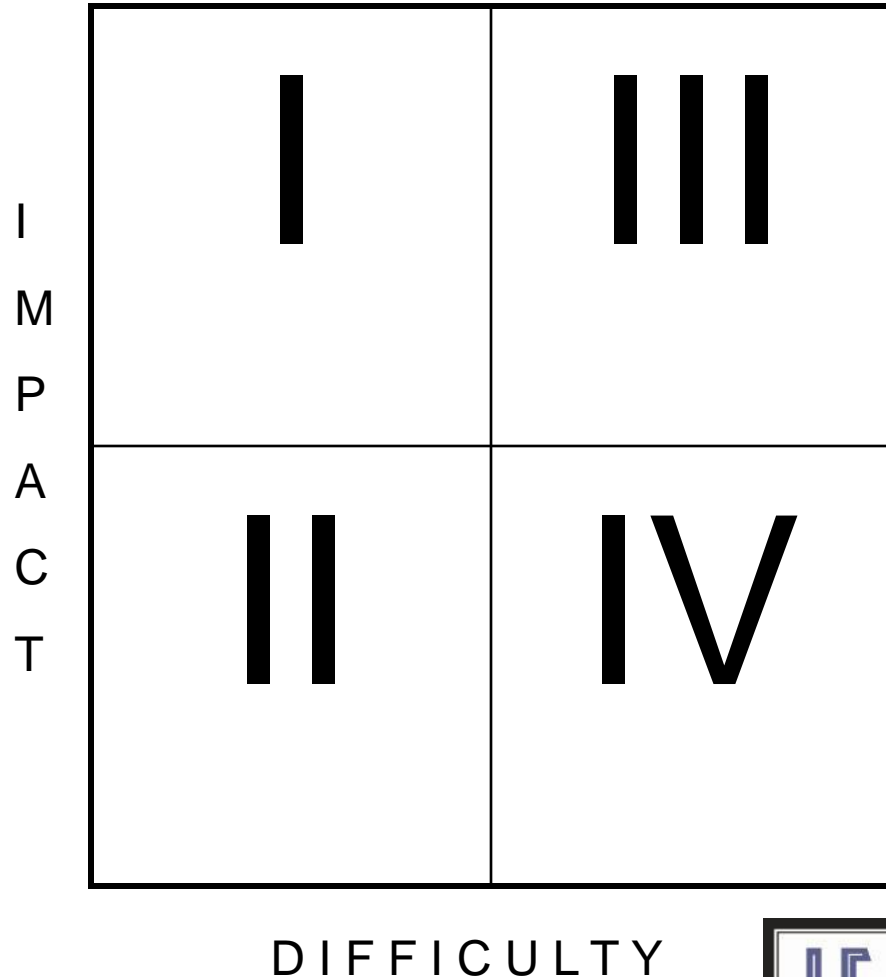
Kim Breese

- 3rd Party Vendor for Imaging
- Annual Replacement Plan
- Communication Trigger Points
- Development of Standard Computer Bundles
- User Empowerment
- Shipping to Location
- Program Driven Process

De-selection Process

Kim Breese

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



Troy Duff



Homework

Jennifer Nelson

Item	Item Description	Person Responsible	Due Date
1	Develop Program Purchasing Agent (PPA) Training Plan.	Rick, Angie, Jolene, and Lisa Walters	June 30, 2011
2	Review E-Waste Disposal options with DAS.	Chris, Teresa Stiner, Sr. Leadership	June 30, 2011
3	Identify program purchasing agents	Rick and BCs	May 13, 2011
4	Finalize Standard replacement schedule.	Rick and BCs and PPAs	August 1, 2011
5	Develop and review Department Computer bundles.	Rick, Craig, and PPAs	June 1, 2011
6	Steps and process for adding computers on the Domain.	Gerrett and HelpDesk	June 30, 2011
7	Create checklists for end users	Craig, Angie, Jolene, and Lisa Walters, Jennifer N for testing	September 30, 2011
8	Create tutorials for end users	Craig, Angie, Jolene, and Lisa Walters, Jennifer N for testing	September 30, 2011
9	Update signature policy for computer purchases.	Lisa	May 15, 2011
10	Work with HP on delivery options, quotes, and imaging.	Craig	Update at 30 day



Homework

Jennifer Nelson

Item	Item Description	Person Responsible	Due Date
11	Assign local administrators.	Gerrett and HelpDesk	September 30, 2011
12	Vendor evaluation.	Craig	Update at 30 day
13	HelpDesk schedule.	Rick and Holly	Update at 30 day
14	Finalize SOP.	Angie, Maggie, Troy, Sherry, Craig	September 30, 2011
15	Best Management Practices for Computers and managing pool.	Rick, Gerrett, Haider, Craig	June 30, 2011
16	Eliminate existing backlog.	Ensminger, Monica, HelpDesk, Adam the Intern	Update at 30 day
17	SCCM operational for Domain peeps.	Gerrett, Jinsong	June 30, 2011
18	Create and QC images.	HelpDesk	Update at 30 day
19	Add remote computers to the Domain.	Gerrett and HelpDesk	March 30, 2012
20	Develop strong intranet presence.	Unidentified Intern	October 1, 2011



Results

Lisa Nissen

- Computers will be received by the end user within 4-6 weeks of ordering.
- Final configuration will be handled by Program Staff.
- More HelpDesk time for actual problem resolution.
- Agency-wide Computer Replacement Plan.
- Fair, equitable process. No budging in line.



Team Member Experience

Troy Duff
Adam “the Intern” Bartz
Kim Breese

Comments

Chris Van Gorp

**We welcome your
questions and comments!**

